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JUL - 1 2003

July 1, 2003

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Telecommunications Relay Services and Speech-to-Speech Services for
Individuals with Hearing and Speech Disabilities, CC Docket No. 98-67

Dear Ms. Dortch:

Sprint Communications Company L.P. ("Sprint") on behalf of its Telecommunications Relay Services operations ("Sprint TRS") and pursuant to paragraph 121 of the Commission's *Report and Order* issued March 6, 2000 in the above-referenced proceeding, 15 FCC Rcd 5140, 5190, hereby submits a summary of its consumer complaint log for the period June 1, 2002 to May 31, 2003. The attachment contains the complaint log summaries for Sprint Relay and Video Relay Services.

If you have any questions concerning this information, please contact me.

Sincerely,

A handwritten signature in cursive script that reads "Marybeth M. Banks".

Attachment

cc: Erica Myers, FCC
Consumer & Governmental Affairs Bureau

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Attachment

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Summary Log for June 1, 2002 – May 31, 2003
Sprint Relay

FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

For the period of June 1, 2002 through May 31, 2003, Sprint processed 2,245,429 outbound calls on behalf of Sprint Relay, receiving a total of 249 (0.01%) customer complaints. None of these 254 complaints were escalated for action to the Federal Communications Commission.

June 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
5297	06/11/02	21	TTY requested to dial 800#. CA typed the recording. TTY gave option they wanted. CA redialed, entered option and began to type the new recording which gave another 800# to dial. TTY said 'dial it for me'. CA said 'CA no longer has that information'. TTY said 'excuse me, you are too fast, I missed the number'. TTY instructed CA to 'press 1'. CA redialed, entered option, and started to type the new recording. TTY complained that the CA was rude. I apologized for any inconvenience. I asked if they wanted to place a complaint. They said yes. Then I placed several more calls for them.	06/24/02	Contacted customer. Customer stated they had no idea what the relay was and had never used it before. I apologized and customer hung up the phone.
6930	06/27/02	21	This call was a relay center call. VCO was very upset when operator asked for calling-from number. Customer was abusive to CA. I apologized and tried to explain how the call came in. Caller was then upset with me and hung up.	06/27/02	This was not an agent error, and no coaching is needed.

July 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3162G	07/08/02	29	Using Internet relay the customer is not able to complete an international call. I told the customer I would enter a trouble ticket to the tech to investigate the problem. Customer requested a contact and update form. The technician preferred contact through email address provided.	08/14/02	TROUBLE TICKET results - This issue has been referred to T&I for further investigation. At this time T&I is uncertain that this call will complete to this country with outpulsed digits. Sent customer an email and told him to let him know if the problem is raised.
6001x	07/12/02	4	Customer complained that agent had typed "message was garbled please repeat number" Customer repeated number and asked what part of the message was garbled. Agent did not answer question but dialed out. Only the number was garbled. CA's response confused the customer. Agent should have responded to customer's question. Supervisor apologized to customer for poor service and said situation will be reviewed with agent.	07/12/02	Supervisor suggested to agent that she should have answered customer's question.
3184G	07/18/02	21	Customer stated that when she was making a call to a hearing person when the CA got her friend on the line and was asking if your friend had ever used relay service before, her friend mentioned that she knew someone that worked at relay. Then CA asked about that person while the customer was on the line and before her call even got started. When the customer asked CA a question, the call was disconnected and the CA hung up on her. I apologized for the incident and thanked the customer for letting us know and assured that we would send the complaint to appropriate center for further investigation. in the issue.	07/22/02	Discussed with agent. Agent did not recall doing this and would not have as it is stepping out of the role.
3187G	07/19/02	11	Caller said agent told them an answering mach picked up and instead of sending "answering mach GA" agent typed "you have reached an answering mach what would you like to do next q GA". Then the agent called back to the number without being told to do it. The call was taking a long time, and caller was typing to make sure the agent was still there. Caller said they were very frustrated with the way the call was handled and would like to see that the agent gets training to know how to do the calls correctly according to relay policy. I apologized several times for the problem and let caller know that a complaint would be sent requesting the agent get further training on how to process the calls. No follow up required for this complaint.	07/22/02	Met with agent to review complaint. Agent remembered call and was coached on proper procedures for answering machines. Also coached agent on importance of remaining transparent. Appropriate action will be taken.

3195G	07/22/02	29	Customer reports experiencing a problem with Sprint Online Relay Service received error message "Sprint Relay Online Internet are having internal error problem try to call back later" Apologized to customer for problem encountered advised TROUBLE TICKET would be fwd to Relay tech. Customer requests contact from Internet relay Acct manager and or Relay tech. TROUBLE TICKET 299829	08/23/02	TROUBLE TICKET results - There area limited amount of ports available for IP relay. When all of the ports are used customers will have problems connecting. There are plans to add more to help relieve some problems reported. Test calls were also made to and completed. Notified customer via email.
3196G	07/22/02	29	Customer reports experiencing a problem with Sprint Online Relay Service received error message "Sprint Relay Online Internet are having internal error problem try to call back later" Apologized to customer for problem encountered advised TROUBLE TICKET would be fwd to Relay tech. customer requests contact from Internet relay acct manager via email address listed above. TROUBLE TICKET 300437	08/14/02	TROUBLE TICKET results - A t-1 is down. That is directly related to IP relay. This is causing the error message the customers are receiving. Emailed customer and let him know that the it was a network problem and thanked him for his feedback. Told him to let em know if he had any further problems.
4810	07/28/02	3	Customer complained that CA would not pull previous instructions from 1st call in order to use same info for 2nd call. Explained to customer that instructions had to be given for each call as no info was retained after the call is over. Customer insisted that agent had instructions from first call and should apply to all calls. I apologized and said instructions had to be given for reach call. I also stated that the agent had followed proper procedure according to what the customer requested. I apologized for any problems and offered the customer service number if the caller needed any help or instructions with Internet Relay. Customer stated that he would contact acct manager Paul Rutowski and both the agent and I would lose our jobs over this. The customer finally disconnected. This complaint is invalid as the agent followed policy and protocol.	07/31/02	Agent followed correct procedure. Agent put up red cup to consult with supervisor regarding process of call and followed supervisor instructions. Customer wanted entire conversation typed back from beginning. Agent was unable to comply.
2066	07/28/02	5	Customer was upset because operator disconnected her. She said she has a relative who works at the FL center so she knows that the CA's are not suppose to disconnect callers. She was very upset and she said that the CA was rude and she didn't know if she could keep using relay. She said she wanted someone to follow up with her by email so she would know the CA was punished. I apologized and told her that because we had the CA # that CA's supervisor would follow up with them regarding the incident. I also told her I would note that she wanted a follow up and that she would be contacted via email. I then had the current CA place the call for her.	07/31/02	Sent customer an email explaining that I do not show that this is an active Ca number. If this was an incorrect number to let us know. On 7/30 customer contacted me and stated she had receive my email about the incorrect number and that was ok she did not have another number. Shortly after customer hung up.
2066	07/28/02	17			

August 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3230G	08/01/02	29	A Canada customer called requesting a global block on his TTY phone line so that he would not get calls through relay service. We did put the block on and told him that we were not sure it would work. He called back through IP relay very upset that the block was not working. I apologized for the problem and told him I would put in a trouble ticket on this issue and see what we could do. He thinks that the calls are coming through I P relay. TROUBLE TICKET 1000322781.D1	08/05/02	TROUBLE TICKET results - Checked customer number after changing test position to customer service configuration, global block was on. Test call through relay to customers number will not complete through relay service as customer requested. Unable to duplicate problem as reported. A global block on a customers number works the same whether that call is placed by dialing the 800# to relay or by using the internet relay service. This is because they both access the same database from the agent position to check the information.
3232G	08/02/02	21	Customer used Sprint Relay Online and wanted to give some feedback. The customer does not like the layout with 2 separate windows, relay on the top and customer on the bottom because it is hard to read top and bottom. It would be nice to have one big window and read one area not looking up and down. Customer hopes Sprint will change the layout. I told the customer this is a fairly new product and development will appreciate the feedback. I thanked the customer for sharing their thoughts and told them I would document the info and fwd it to the acct mgr. Customer does not require follow up.	08/05/02	No follow up needed. Closed.
3238G	08/03/02	29	Int caller was asked by agent for their calling from number and was concerned about being charged LD for internet relay call. Agent explained they could not process the call without the from number. Customer asked for a supervisor, but when AIC responded the communication was lost. In checking with AIC who had assisted the caller, the call came in on regular relay not internet with no from number. I apologized to the caller and let him know that the calling from number is not required with internet relay calls. Customer does not want contact. TROUBLE TICKET 325624	08/05/02	TROUBLE TICKET results - Without any additional info unable to take any further actions regarding this report. Agent position is processing calls without any other problems.

3250G	08/07/02	29	Customer in British Columbia, Canada called for a global block as he was getting harassing phone calls through relay NY. I placed the global block on and it appears on the database as on but again this morning he calls to say the block is not working. TROUBLE TICKET 330827 Thanked customer for feedback.	08/07/02	TROUBLE TICKET results - IP relay is working as designed per T&I. Numbers that have a global block in place for relay calls will complete if they are placed through IP relay. This was done per Marketing's request.
2080	08/09/02	21	Customer says he is calling a number which should be a business he calls often but is instead reaching Colorado State Bank. It has happened a number of times through relay. Customer said he is the state relay administrator and has notified Sprint but hasn't heard back yet. This may be a Qwest issue. Customer would like a follow up. I thanked the caller for informing us of the issue and told him I would pass it along to customer service and that someone would contact him w/ a follow up.	08/08/02	Customer service called the customer back. He found out he had the wrong area code. Situation resolved.
3300G	08/21/02	24	Customer using SRO unable to connect to 800 xxx xxxx. Customer receives an invalid # msg. I called the number on the in-house line and reached AAA. Explained we are aware of the issue and would enter a trouble ticket. Customer does not want any contact. TROUBLE TICKET 361339	08/21/02	TROUBLE TICKET results - TROUBLE TICKET was invalid. Unable to track trouble ticket. Closed
3302G	08/21/02	3	Internet customer called to say that the agent disconnected after making 2 calls. He had given instructions to leave a message on the 3rd call and the agent just hung up. Apologized to the customer for the inconvenience and frustration and explained that a complaint would be written up on this situation. Did not want contact.	08/29/02	CA was in training - talked to CA but she didn't specifically remember the call. Coached her on the importance of making sure the inbound is finished before pressing F1.
3302G	08/21/02	5			
2098	08/21/02	17	Voice caller upset. CA tried to explain to the caller that they have reached a call center for deaf and hard of hearing and speech impaired. Caller then said they are hard of hearing and that the CA laughed at him and "made a mockery of the situation that he is a disabled veteran". Again tried to explain that the # he wants to call and the # he reached are the same number and is not ALLTEL but a relay service for the deaf. Caller in an irritated voice said have a nice day and disconnected.	08/21/02	Met with CA, a veteran CA who is also used as a mentor and does not mock people as she is explaining what relay is. CA followed correct policy in attempting to explain relay to voice - normal hearing person. (assistant supervisor C. Gordon attempted to assist on this call but caller wanted another supervisor and was not happy with same explanation from asst. supervisor. Caller said CA was abusing the system by not helping him.

3321G	08/27/02	24	Customer using SRO unable to connect to 800 xxx xxxx. Customer receives an invalid # message. Number can be dialed directly with no problem. I apologized for the inconvenience and told customer I would enter a TROUBLE TICKET. Customer does want contact via email from the acct mgr. TROUBLE TICKET I000372416	08/29/02	TROUBLE TICKET results - I have placed several test calls using the Internet Relay option and all of them have completed without any problems. Emailed the customer.
3325G	08/28/02	5	Internet customer called to say that agent hung up on him and caused him to be disconnected during his call and he was very upset about it. Apologized for the inconvenience and frustration. Did not want contact.	08/28/02	Met with CA. CA remembers internet call. OB hung up and CA sent disconnect to inbound. CA does not remember hanging up on inbound. Went over disconnect procedure with CA.
3336G	08/31/02	4	TTY using Sprint Online reports agent did not provide full details of the answering machine msg. Agent cut off the msg. Apologized to the customer advised complaint would be forwarded to supervisor. Customer requests contact via email.	09/06/02	Met with agent. Was informed that she experienced technical difficulties with the recording feature and informed customer of this problem. However the customer became irate and supervisor Esther was alerted. Supervisor Esther verified that what the agent said was accurate. Based on the info gathered from all parties involved the agent was not at fault. Emailed customer that TROUBLE TICKET was needed if the problem persisted. Informed the customer we followed up.

September 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6108X	09/04/02	3	On previous call the customer asked for a specific person and to leave a msg. CA did not do either. When customer asked for supervisor, CA hung up. Apologized to the customer and thanked the customer for letting us know and would follow up with the agent.	09/06/02	Agent said she realized she had over looked "Ask for Dan" instruction. TTY instructed her to hang up on OB which she did and informed TTY (disconnected) GA TTY asked for supervisor. CA was typing (one moment getting supervisor) when the inbound caller hung up. She was sorry for the initial error and will be more careful.
6108X	09/04/02	5			
3346G	09/04/02	5	Customer calling in on Sprint Relay online stated he was making a call and reached an answering mach and before he could give instructions to call back the agent had disconnected and hung up on him. He did not like this at all and wanted it looked into. Thanked the customer for letting us know and assured that we would turn in the complaint so the issue could be investigated further.	09/09/02	No Further action possible. CA coached to be more careful when processing calls and not hang up on customers.
6610X	09/05/02	3	Customer very upset explained that they pressed the spacebar to interrupt the CA and told them to enter a number. The CA kept typing and did not follow the customer's request. Thanked customer and explained that this would go the CA's supervisor for follow up. No call back required.	09/09/02	Followed up with the agent. She does not recall an incident. She was aware that when TTY user interrupts she is to stop typing. She is reminded to check the screen for any unusual incident or interruption.
6118X	09/06/02	3	Customer typed number to agent. Agent asked for repeat. Customer repeated number and added some instructions as to how the call was to be processed. Agent dialed out while customer was still typing. Supervisor apologized for poor service.	09/10/02	Spoke with the agent.. The agent was waiting for the GA to dial out. Agent mentioned she had a lot of garbling during the shift. Further action not needed.

3362G	09/09/02	21	<p>"Every Sprint Relay Online has been in service I have been using that as I enjoy it and it is somewhat better for me. This morning I tried to place a call through Online Relay and the agent said because I was calling from Texas I could not use their service and I had to call through relay service in Texas. I objected and the agent called their supervisor and said the same thing. I want to know why all of a sudden people can't call or use Sprint Relay Online unless they live in Ohio this is what I was told. The supervisor never gave me their names they just told me you have to live in OH to use the service." I apologized to the caller that they were unable to place the call through Sprint Relay Online. I explained that Sprint Relay online is available even to customers calling from another country. I told them the complaint would be fwd to the call center.</p>	09/11/02	Coached CA to always explain to the customer why things have been done until they fully understand.
3364G	09/10/02	25	<p>Customer is using SRO to make calls and has been disconnected in the middle of call. I apologized for the inconvenience and told the customer I would document the problem and open a trouble ticket for relay techs to investigate further. The customer would like contact via the above email address from the acct manager regarding the resolution of the TROUBLE TICKET. TROUBLE TICKET # 1000397827</p>	09/16/02	TROUBLE TICKET Results - TROUBLE TICKET was closed not able to track down w/o agent number date and time. Emailed customer if she experiences the problem again to contact me.
3367G	09/10/02	4	<p>Caller said agent did not keep caller informed of the call process. Caller was waiting on line with no information as to what was going on. Apologized to the caller for the problem. No call back required on this issue.</p>	12/18/02	Coached the agent to make sure that the agent keep the caller informed on what is happening on the phone.
3374G	09/12/02	21	<p>Customer states that a supervisor assisted a call a few days ago to a relative. While talking something happened on the other line. The operator was telling me she could not hear the relative's voice. She had called the supervisor. The relative told me he could hear everything from their side. Customer complained that the supervisor was making fun of his call and that calls should be handled confidentially. Apologized to the customer for the problem incurred and assured that a complaint would be sent in describing the problem and would be investigated further. Thanked the customer for letting us know about this. No call back was requested.</p>	09/13/02	Program manager met with supervisor Isidro concerning complaint. Supervisor stated that he did not remember the call and also stated he would not make fun of the call and would have made sure the agent was professional.

3388G	09/17/02	5	Customer called in stating that the agent disconnected her after she had completed a call and before she could make another one. I tried to explain to her that there were still glitches with the system and that the call could have simply disconnected. At this time her call disconnected from me. She did callback insisting that I do the complaint. Thanked her for calling in and let her know that I would write it up and fwd it on. Customer does want contact preferably at her email address.	09/19/02	CA does not remember this call. Said she would not have disconnected a caller. May have been a technical issue. Emailed customer and thanked her for the feedback and let me know if she has any concerns.
4928	09/18/02	5	Agent was rude and would not let us say what we wanted. When I swore she disconnected. I apologized for the inconvenience and advised her a supervisor would be notified. Wants a follow up to her email address.	10/09/02	Coached agent on internet call procedure. Emailed customer and let them know follow up with agent.
4928	09/18/02	17			
4930	09/18/02	5	Agent called me stupid deaf person. She hung up on me. I apologized that the problem happened and I would notify her supervisor.	11/21/02	Had discussion with operator about the call. Also explained the seriousness of the call. Operator had no recollection of doing internet call on Weds but cannot deny that it may have happened. Team lead coached operator on call. Disciplinary action was taken and quality assurance will also be used to ensure quality assurance for customers.
4930	09/18/02	17			
3392G	09/19/02	35	Sprint Internet Relay user cannot call 800 number. AN error message appears "the number you have entered is an invalid number please check the number and try your call again" Caller reports he can make the call through state relay and from other internet relay service. Apologized for the problem encountered. Caller did not request contact. trouble ticket 416057	09/19/02	TROUBLE TICKET results - Internet relay is working as designed. The 800# listed on the face of the ticket is a regional 800# regional call completion is not allowed through IP relay. This is because at this time IP relay does not provide an originating number.
3396G	09/19/02	29	Customer was calling Sprint Relay ONLINE and said they were unable to call any New Zealand numbers. When the problem is fixed they would like to be notified by email. Apologized to the customer for the inconvenience and assured that the problem would be turned in so that it could be investigated further. trouble ticket number I000416853	09/24/02	TROUBLE TICKET results - Ticket has been referred to TRS T&I for further investigation. No additional info at this time. Unable to follow up with the customer due to no info.
3397G	09/19/02	29	Customer was calling Sprint Relay Online and said they were unable to call an 800nbr. Apologized to the caller for the inconvenience and assured that the problem would be turned in so that it could be investigated further. TROUBLE TICKET NUMBER 416852	09/20/02	TROUBLE TICKET results - 800-500 calls through IP relay will not work. This is by design from marketing. This is currently under review by marketing and T&I.

3437G	09/28/02	4	Customer said she gave the agent the number to dial it was apparently a disconnected number. She didn't see what the recorded message said but she did see where the agent put "answering mach". The agent also told her it was a pager. The customer asked for a supervisor and the agent hung up on her. I thanked the customer for calling in I also explained the agent may have accidentally hit the button to send the "answering mach" msg. Let the customer know that I would write this up and fwd it to the center. Customer wants contact with resolution.	10/14/02	Explained to agent the importance of keeping the customer informed and in the future if the agent is not sure of what recorded to please call a supervisor to assist. Sent email to customer and she did not respond back.
3437G	09/28/02	5			
3420G	09/24/02	24	Customer says he made a Sprint Relay online call to Cuba and the call would not go through. Apologized for the problem and assured that we would turn in a TROUBLE TICKET so that the problem could be investigated further. Customer would like to know when the problem is fixed. TROUBLE TICKET 245885	09/24/02	Wrong TROUBLE TICKET NUMBER. Unable to follow up with the customer due to no name was given.
3372G	09/12/02	5	"Last night I was on Sprint Relay with my friend and we were getting ready to hang up and the last thing the lady typed from him was 'okay' and then she said that he hung up and then I thanked her and stuff and she just hung up on me. I know that is not allowed. Also I talked to my friend that I had been on the phone with and he told me that she had hung up on him too. I thanked the customer for letting us know and apologized for the inconvenience.	09/18/02	Discussed with agent. She does not remember the specific call. We reviewed closure and she has a great understanding of the proper policy and procedures.
3804	08/19/02	00	This customer had several complaints : It takes too long to get a CA, the CA's are not properly trained to handle HCO calls, the CA's are not able to spell accurately, the CA's do not know CS's phone number, it takes too long to get a CS rep, the CS reps are not consistent in what they tell you. More specifically, one CS rep told the customer that they would help trouble shoot their system if they called back when at the same locations their TTY and when they called back the CS rep who answered the phone was unable to determine the cause of garbling. The rep said they would need to call the TTY's manufacturer for trouble shooting. When I began to list some of the causes of garbling, the customer cut me off and said that she wasn't stupid, she already knew what could cause garbling. When I asked for CA ID numbers, she didn't have any to give. Customer said she would lodge a complaint with the AK Commission.	09/19/02	Informed the customer that I would forward her concerns. Apologized for the problems she is having using AK relay and for being told inconsistent information by CS reps. Explained that the CS department was unable to handle technical support to the degree that she was expecting.
3804	08/19/02	6		09/19/02	

3804	08/19/02	10		09/19/02	
3804	08/19/02	24		09/19/02	
3365	09/10/02	21	<p>Customer was very upset with this relay agent. He works for Merrill Lynch and had a client calling in through the relay service and while trying to conduct business over the phone the agent was very unclear in her pronunciation. The customer asked the agent to simply repeat what she was saying and instead of repeating it the agent made it a point to type everything the customer was saying back to the caller. The call got extremely confusing which the customer stated caused his company to look bad in the eyes of the caller. RCS response : Apologized for the problem that he incurred and assured that a complaint would be sent so that this issue could be investigated further. Customer requested a call back from a supervisor on this issue as he does want this problem corrected with particular agent. Customer said he can be reached any time or to leave a voice mail message.</p>	09/12/02	Left message with customer, as requested.
2145	09/12/02	5	<p>Customer said that the agent hung on him after he had placed a call. Customer was not very upset, just concerned that the agent might do it again and the next person would be so understanding.</p>	09/13/02	Met with the agent who could not recall making any errors that would have led to hanging up on customer. Agent knows procedures and would have appreciated more specifics.
5335	09/03/02	3	<p>TTY customer requested agent block caller ID for number customer gave agent to dial. Customer then kept getting message asking for phone number. Customer asked agent what the problem was, and said agent ignored her.</p>	09/12/02	Agent remembers the call and said he did try to block caller ID but it wouldn't work(?). Tech thinks perhaps agent really made a mistake. Team leader called customer and offered a permanent block, and customer agreed.
6121X	09/10/02	3	<p>Agent didn't acknowledge dual-line VCO familiarity. Inbound specifically stated she was using dual line VCO and asked agent to get another agent if she was unfamiliar with procedures for it. Inbound call hung up on agent and called back to get a different agent.</p>	09/12/02	Agent was at fault. Supervisor reviewed proper procedure with agent.
6153X	09/28/02	3	<p>Caller gave instructions not to announce or give caller ID number. The agent reached an answering machine. The caller gave a message to leave. When redialing, the agent announced the call and left the message. The caller was upset that the agent announced when agent had been instructed not to.</p>	09/29/02	Spoke with the trainer to clarify. Coached the agent that when redialing to an answering machine, to keep the instructions given by the customer. The customer does not need to repeat it then.

7036A	09/01/02	35	Customer tried to call on voice line. She was on hold for an hour with customer service, with no answer. She tried calling relay to speak with a supervisor, but she couldn't get Sprint's online relay to open, saying something about "forbidden access".	09/01/02	Customer was sent an email and corresponded on how to resolve the situation.
12746	09/20/02	35	Customer wanted to know why it was so hard to get through to relay service using internet relay. Caller asked if we have been experiencing unusually high call volumes. He is concerned that hearing people might be taking advantage of the problem to make free calls and suggested the Sprint consider assigning login and passwords to first time deaf and hearing impaired people when they register for the program.	09/20/02	Told customer we would forward his suggestion to Sprint for review.

October 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
2187	10/02/02	3	Made specific instructions at the beginning of the call to ask for Marcus and don't announce relay. The CA asked for Marcus but he wasn't there and then explained to the person who answered the phone what relay was. The customer was very upset that the CA explained relay when asked not to. I said I would document the complaint and asked if they would like to place another call. They said no and thanked me for my time.	10/03/02	Met with CA (who did not remember the call). Went over no announce calls as well as name calls CA properly explained both to me. Talked with person who took complaint to verify was not a name call. AIC said yes it was not a name call. CA followed correct relay procedure in explaining relay on this call.
3452G	10/04/02	5	Customer upset that operator disconnected their call after customer asked to speak to a supervisor because "she knew I was going to complain on her". Customer also thinks that the operator disconnected their call before they hung up, at the end after the other party had already hung up. Then the caller asked to speak to a supervisor. It took a while for anything to respond and then it said disconnected. Thanked the customer for calling in and let him know that I would write this up and fwd it to the appropriate center. Customer does want contact with resolution.	10/04/02	There is not an agent w 3267 ID# in this center. No agent follow up possible. Emailed customer and thanked him the feedback. Will email me back if the problem remains.
	10/04/02	4	Internet relay customer frustrated at operator for causing delay and confusion on a call. Operator forgot to gender and sent erroneous info (voice now) on the call. I apologized and explained it is our policy to gender. I informed customer that operator's direct supervisor will be informed and customer does not want follow up contact. Customer requested operator change and that was done.	10/04/02	Consulted with agent on the spot. She had already apologized to customer for erroneous 'voice now' info. Some delay in processing calls by dialing window covering necessary info on the screen. Other delay caused by segmented internet transmissions over which we have no control.
6170X	10/08/02	0	Didn't get any response from the agent. Had to disconnect the call.	10/11/02	Caller could not remember CA number - encouraged them to track that in case there is a problem. No follow possible.
3464G	10/08/02	5	Customer called through internet relay stating that there appeared to be problems on a call that she had just attempted to make. She placed a call and the party said that they were going to transfered and there was no response. She is at a large corporation using high speed internet. Thanked the customer for calling in apologized for the inconvenience this had caused. Let her know that I would write this up and fwd it on to the appropriate center. Customer would like contact with resolution.	10/15/02	Agent didn't recall this call. Called customer back and apologized. Asked if this happens often. She did not state she has had some disconnects but this call there was just no response. Ask to please report if this continues to happen. It could be a technical problem and we may need to have a tech research it. Customer was okay with this. I did coach the agent to keep the customer informed with the correct macros otherwise customer may think agent hung up.

3470G	10/10/02	25	A Sprint online relay user called thru internet to report that this morning during online relay calls he has been disconnected three different times. He said online quit working. He said he knew our system had been updated recently. He would like contact from an acct mgr regarding this issue. He is from the state for MD. Will refer to acct mgr for SRO. I apologized got the inconvenience and told him I would center a trouble ticket regarding the matter. Thanked him for reporting the problem to our dept. TROUBLE TICKET I000457251.	10/17/02	TROUBLE TICKET results - Internet relay is functioning correctly. If the customer is using dial up svc he could either lose the connection to his provider if he also has call waiting then when an incoming calls comes in the internet svc gets interrupted. Spoke with the customer and he said he upgraded new version of his computer. Created problem. suggested him to use old version because it was working great. He said he would try and call u s if problem persists.
3476G	10/10/02	25	Customer called call via internet relay. Calls keep disconnecting from relay without any indication from relay that it is going to disconnect. Thanked the customer for calling in let him know that I would have the techs check into why this is occurring TT458418. Customer does not want contact with resolution. If problem persists he will contact customer svc again.	10/10/02	TROUBLE TICKET results - we have had several issues with IR calls and time outs, mainly a position in MN but some in SF and other centers. Reported the problems to Jun and T&I. Unable to follow up with the customer.
3479G	10/12/02	5	Agent put customer on hold and never returned. Tried typing to agent with no response. Apologized to customer and told them complaint would be documented and fwd to call center where the agent was located for follow up with supervisor. No follow up requested.	10/14/02	Agent says did not put anyone 'on hold' or hang up on anyone. Did not have any problems with any call on Sat. Would have got supervisor if ant question on a call. Will not hang up on any looping call without supervisor approval.
3489G	10/15/02	35	Caller was unhappy with the design of the internet relay service. Wants it to be redesigned so caller can make a call to another TTY. Wanted a complaint sent to FCC because the service was not able for text to text calls. I explained to the customer that the product was working as designed. Caller insisted that a complaint be written because caller was unable to place a call to a TTY on Sprint relay online service. Caller did not want to be contacted for follow up on this issue.	10/15/02	It is not relay issue but unable to follow up with no names provided.
3496G	10/17/02	5	Caller said he was hung up on by the agent. Caller had asked to dial 800 DA and agent did not type the recording correctly. Caller asked agent to redial the number and caller said agent hung up on them. I apologized for the problem with the agent and let them know a complaint would be sent. No follow requested.	10/20/02	Agent has not had a directory assistance call. Agent said she would remember a call like this. Reminded agent to be aware of customer requests.

3000H	10/18/02	4	Customer states that agent did not answer his call correctly - he did send the conversation log in to verify his complaint. Thanked the customer for letting us know and assured that that complaint would be sent in so that the problem could be investigated further.	10/22/02	According to the CA, the IB TTY customer questioned if the person had hung up. The CA already informed the customer that the person had hung up while they were typing, but the TTY customer misunderstood that they hung up and asked again if they had hung up. CA responded with person hung up. CA followed the correct procedure.
3009H	10/23/02	21	A Sprint relay on line customer called complaining that when they put all the info and click on relay operator they get a white blank screen and never get connected to a relay agent. But they can connect to customer svc. They are using MSN internet and MSN explorer on a personal computer. Apologized to the customer for the problem and told him I would put in a TROUBLE TICKET# 1000481534. Customer requests a call back about this problem.	10/28/02	TROUBLE TICKET results - working with T&I on this. Attempted to call customer 10-23 no answer, 10-24 no answer, 10-28 no answer.
3010H	10/24/02	5	Customer complaint was that he was disconnected in the middle of a LD conference call done on the internet relay. sprintrelayonline.com Verizon conferencing services set up the conference call. I apologized to the caller for the problem. Caller would like to know why this is happening.	12/18/02	Agent does not recall the circumstances involving this call. However the agent is fully aware of repercussions in intentionally disconnecting a call.
3022H	10/27/02	25	Customer tried to place international call using SRO and made connection. He typed a response but received nothing further from the agent. No typing or disconnect info. I apologized to the customer and told him I would document his complaint and open a TROUBLE TICKET. Customer would like follow up from the acct mgr. TROUBLE TICKET# 1000490201	10/31/02	Confered with agent. Attempted to contact customer 10-28 no answer, 10-29 no answer, 10-31 no answer.
3032H	10/28/02	5	Caller said they were cut off in mid conversation by agent. T I apologized for the problem and let caller know a complaint would be sent to agent's workplace. A callback is not requested.	10/28/02	CA said she only had 1 call earlier that might fit this contact. CA said she got a red banner 'inbound has disconnected' while the inbound TTY was mid sentence. She said the outbound had questions but the call automatically disconnected with red banner disconnect. Coached CA on importance of full attention to call and proper key actions.
4986	10/28/02	26	Customer has been receiving garbled messages through internet relay. He has used different browsers and is sure the problem is on our end. Sprint technician said system problem has been occurring this morning - widespread problem.	10/28/02	TROUBLE TICKET results - System wide problem. Referred to T&I. Emailed customer and thanked for feed back possible part was limited. Will email me back if problem continues.

3030H	10/28/02	26	Customer and friends in NJ area report ongoing garbling when using Sprint Relay Online. Customer strongly supports Sprint for this system and feels it is still far better compared with MCI's IP relay and that when our techs get the problems corrected it will be flawless. I apologized for the inconvenience and told the customer I would open a TROUBLE TICKET for relay technicians to investigate.	10/29/02	TROUBLE TICKET results - Test and Implementation has sent an email out stating the Garbling issue is more apparent when there are more calls made via the internet. They have busied out every other port to help ease the problem of garbling. They are awaiting to hear back from the vender in regards to a more permanent fix. Emailed customer that parts was implemented. Also let me know if the problem remains.
2231	10/28/02	5	The customer stated after the OB person has hung up the Agent disconnected them. The customer wanted to place another call. Apologized to the customer and thanked them for calling in.	12/23/02	Agent does not remember circumstances involving this call. Agent is fully aware of repercussions in intentionally disconnecting a call.
2232	10/28/02	5	The customer stated that after the OB person has hung up agent apparently disconnected the customer. Apologized to the customer Assured the customer that the CA will be followed up with on this matter.	11/26/02	Coached agent on proper procedures on waiting for customers instructions.
3041H	10/30/02	35	Sprint Internet Relay caller reports number to OSI collections is invalid number via Internet relay. Apologized to the customer for inconvenience advised TROUBLE TICKET would be entered Customer wishes to call customer svc tomorrow or check on status of issue.	10/30/02	TROUBLE TICKET results -There are rules that allow numbers to be dialed through sprintrelayonline. Marketing is currently updating the rule set to allow these changes. Test and Implementation will contact Marketing to make them aware of this number and to add it to the rule set. Will advise customer of TROUBLE TICKET comments when customer contacts me tomorrow 10-31.
3049H	10/30/02	24	Customer using relay online cannot call LD number using MAC Powerbook internet explorer. Would like to have this fixed. Thanked customer for letting is know and assured that a TROUBLE TICKET would be sent on the problem. TROUBLE TICKET# I0005000447	10/31/02	TROUBLE TICKET results - Placed test call from a regular phone and received fast busy. This seems to not be accurate phone number. If it is not a good number then it would not complete with or without IP relay.
3050H	10/30/02	24	Customer using sprint relay online cannot call LD number. The line keeps disconnecting. The rep did put the call through successfully using regular ph so the calling to number is a working number. Customer would like to have this fixed. Thanked the customer for letting us know and assured that a TROUBLE TICKET would be sent in on the problem. TROUBLE TICKET# I000500451	10/31/02	TROUBLE TICKET results - The issue was closed due to the possibility of dialing up problems.
6207X	10/30/02	21	Customer was upset that agent referred to her as a "sir". Supervisor apologized for poor service and said agent would be coached.	10/31/02	Supervisor coached agent on proper use of gender.

2233	10/29/02	21	TTY caller calling upset that CA could not call to another # instate.	10/29/02	Tried to explain that Sprint Relay not able to make this call explained that they would have to call into CO Relay. Person complained did not like svc from Co relay and hung up.
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November 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
12814	11/02/02	3	The customer complains that the agent did not follow directions. The agent dialed the number and let the phone ring. The screen shows the agent hung up and dialed again. This time the person picked up. The caller was upset because he did not tell the agent to dial a second time. He wanted to leave a msg. I apologized to the customer and informed that the agent would be addressed. Customer requested follow up.	11/06/02	Met with the agent. Agent stated that after the customer typed the message and GA he dialed the number but the customer began to type an additional message to be left. He stopped the ringing macro and retyped it to keep the customer informed. Agent coached on the proper procedures for processing calls to an answering machine. Advised agent that although he tried to keep the customer informed to make sure that by doing so the customer does not become confused. Unable to follow up due to no name given.
3058H	11/04/02	25	Customer placed call to dentist office using SRO and in middle of call received no further typing from agent. I apologized for the inconvenience and told the customer I would document her complaint and open a trouble ticket right away for relay techs to investigate further. Customer did request follow up from the acct mgr. TROUBLE TICKET# I00508433	01/07/03	Complaint 1-7-03 .Spoke to agent however the agent does not recall the call. The agent does understand the consequences of disconnecting a relay call. The agent was reminded to report to a supervisor (and initiate a TROUBLE TICKET) any technical line disconnected due to PC malfunctions. TROUBLE TICKET results - I contacted the customer and made test calls She is now connecting ok.
3069H	11/06/02	21	Sprint relay online customer calling asking if it is true they can not use SRO for calls made in AK, only state to state calls. The agent said that they could not make those calls. Customer is on AK advisory board and was doing calls in preparation for a presentation on how the svc works and wanted to get correct info. I apologized to them for the misinformation and explained they can call anywhere local and long distance with SRO. I also offered to send them SRO literature and they requested brochures for their office. Customer would like contact would like contact from the account mgr.	01/08/03	Unable to follow up due to no contact info. Complaints received 1/7/03. Agent does not remember call specifically. Reviewed SRO features with agent and coached to contact a supervisor or refer caller to customer svc when unsure of answer to a customer's question. Agent assured supervisor he would do this.
3100H	11/13/02	17	Internet relay user reports that agent was rude. Customer's typed messages had long pauses between sentences due to problem at internet user's computer. Agent was rude in responding to internet user.	11/14/02	Reviewed Rockwell reporting and discovered that this ID number has not been logged into the system from Nov 11th through Nov 13th.

3108H	11/14/02	11	Internet user reported that agent didn't type what third party was saying on 2L VCO Internet user typed "are you there are you there" and no response in the middle of the call states agent needs training. Apologized to the caller for problem encountered and advised complaint would be fwd to supervisor.	11/14/02	Spoke with the agent, who said there was an answering machine that started mid-sentence and then had skips in the msg. After that call agent did not get another number beeped for a supervisor who had agent request the phone number to be dialed. After three minutes supervisor had agent type (supervisor disconnect) GA or SK once and 2nd repeated and then inbound disconnected. Agent typed answering mach message verbatim as heard.
3131H	11/19/02	5	Caller said agent disconnected in the middle of her conversation for no reason and told her the other party hung up. When she asked the other person that she had called why she hung up, she was told she had not hung up. I apologized to customer for the problem. No call back was requested on the issue.	11/21/02	CA remembered call. Computer showed a multitude of sksksksk and CA voiced that person was hanging up. Inbound said they were not hanging up when they called the person back but CA followed proper procedures by voicing what was on the screen which prompted outbound to hang-up.
3121H	11/19/02	5	Internet relay customer called to say that agent hung up on him when he asked for a supervisor and all he wanted to do was tell the supervisor what a good job this agent did on his call. I apologized for the agents actions and explained that I would send a complaint to this agent's supervisor. Customer did not want contact.	11/25/02	This CA only worked until 1:30am on the night (morning) in question. Must be a different CA.
3127H	11/19/02	35	Customer called Sprint Relay online and said that she made a call through relay online and that the info that she saved was not downloaded properly. She states that the web links on relay online are not downloading info properly and she lost the info on a very crucial call. Apologized for the problem and assured that a complaint would be sent in about the issue so that it could be investigated further.	11/19/02	Not related to a relay issue. Unable to follow up.
3122H	11/19/02	35	Internet user reports problems with Sprint Internet relay for past week delay between typing and Relay receiving and vice versa when calling someone through internet relay. Apologized for problem and advised complaint would be fwd to Internet acct mgr. TROUBLE TICKET# 546301 Customer requested follow up via email.	11/20/02	TROUBLE TICKET results - T&I discovered that IP Relay is maxing out its available bandwidth. They will increase bandwidth as soon as possible which may be as early as next week. Unable to follow up with the customer due to no name given.

12784	11/23/02	35	<p>The caller stated that someone is constantly calling his number using the relay. He said he is tired of receiving these prank calls. He said this person sometimes calls from xxx xxx xxxx. I apologized to the caller and assured him that his complaint would be fwd to Sprint for follow up. Caller does not request follow up. trouble ticket entered # 1000557283</p>	11/23/02	<p>TROUBLE TICKET Results - Ticket is being close, because it should have not been opened in the first place. There is another way of reporting this type of problem and still getting the caller's problem resolved. There's no apparent Technical trouble being reported in this ticket. The system is working as designed. Reporting supervisor did also filled out a Customer Contact sheet, and QA has advised me that they will forward it to SPRINT.</p>
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December 2002

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
6263X	12/01/02	5	Customer complained that the Agent hung up and didn't get any macros person hung up, just "your call is busy disconnected. Thanked the customer and said will follow up with agent to see what happened.	12/02/02	Agent had accidentally knocked off the power. AIC assisted her.
3190H	12/09/02	35	SRO customer was told by agent that relay is for deaf people not hearing people making prank calls and he wonders how an agent can tell that they are not deaf. Agent also told him that his IP address was being given to the authorities reporting him for harassing agents and that he may be punished. CS apologized letting caller know that no records are kept of any relay calls and that the info was not true. I informed the caller I will let the agent's supervisor know of this issue. Thanked him for letting us know about the problem. Customer did request contact from supervisor via email at supervisor convenience.	12/12/03	Discussed with agent. Then emailed info to the customer. Customer has not responded as of 12/16.
4033Z	12/12/02	5	TTY user placed call through Internet relay and when call ended CA disconnected the TTY user. User did not disconnect and also stated was not holding w/out typing either. User stated 'no follow-up needed'. Apologized to TTY user for the frustration and any inconvenience this has caused.	01/03/03	Educated the CA on proper procedures.
3212H	12/12/02	24	Sprint online relay customer says that he cannot reach xxx xxx xxxx when dialing thru online svc. Customers says that call does go through on regular phone. But not with Sprint online. Thanked the customer for letting us know and assured a trouble ticket will be placed on the problem. TROUBLE TICKET# I 000594896	12/18/02	TROUBLE TICKET results - Could not duplicate the problem. Unable to follow up with customer. No names provided.
2305	12/15/02	17	Customer said CA called him stupid. I apologized for the problem. Customer then said I called him stupid. I apologized for misunderstanding. Customer began calling the CA and I names. I then disconnected caller.	12/15/02	Customer had wanted to dial 900# through IP relay. CA said this call was not possible through IP relay. Customer then asked for info from previous call. CA said they no longer had that info. Customer said are you calling me stupid? CA redirected with ALT 2. Customer asked for supv. I came online. I apologized for the inconvenience and explained that a CA cannot divulge info from previous calls. I explained to the customer that if he wanted to make more calls he would need to reconnect with relay and disconnected him.

2308	12/16/02	17	IB said they were placing a call to a friend and the CA told them to clean up their language. I apologized and said I would fwd their complaint to the CA's supervisor for follow up.	05/16/03	CA was coached on proper call procedure and transparency. Also to ring for supervisor if needed.
6292X	12/18/02	17	TTY user said agent had attitude problem when TTY user asked agent a question "did you relay my message yes or no". Apologized to the customer.	12/08/02	Agent typed "relay delivered message as requested.
6300X	12/21/02	35	Harassing Sprint Relay calls, wanted a block from Sprint relay calls.	12/21/02	Apologized to the customer and gave then the Sprint Customer Service number for further assistance.
12923	12/23/02	17	Agent was rude. After call was over agent typed (if you wish to place a call please give number now). I apologized to the customer for the agent's rudeness and assured him that the agent would be addressed.	12/23/02	Met with agent. Coached agent on importance of displayed good customer svc skills. Also advised agent of the consequences for being rude to customers.
3244H	12/24/02	5	Internet customer called to say that when asking the agent if the answering machine came on and she said yes then disconnected me. Apologized to the customer. No return call requested.	12/25/02	CA does not remember this call. CA was coached on answering machine procedure. CA understands it is not acceptable to disconnect customers.
3246H	12/24/02	4	Sprint Relay online customer states that they were calling Verizon phone co to pay a bill over the phone. Agent took the call and told the customer that they had reached a recorded msg. The agent then asked for a debit card credit card or personal check. The customer gave her the debit card nbr and then the agent told the customer that the recording had disconnected and that the customer needed to redial. The customer then said that the agent never came back online. Thanked the customer for letting us know and assured that a complaint would be sent in so that a supv could investigate the problem further. Again thanked the customer for letting us know and apologized for the inconvenience.	05/16/03	CA was coached on the importance of keeping the customer informed and paying attention to the call. CA now understands proper call handling for this type of circumstances.
3251H	12/28/02	21	Internet customer called to say that the agent took too long to respond when call connected. Apologized to customer. Customer did not want call back.	12/30/03	Met with agent. Was informed that did not connect call because the "GA" was not provided. Advised agent that on internet calls it is not necessary to wait for the "GA" as the number already appears in the dial window or is provided when the call comes in.
6312X	12/30/02	21	Voice person was getting numerous terrorist threats from Sprint relay user. Voice person wanted to know who is doing it, how to stop them from calling. Supervisor gave customer svc # and explained Sprint Relay. The voice person said he was going to call customer svc.	12/30/02	CA not at fault. Followed relay procedures.

6315X	12/31/02	6	Agent had delayed response. Typing was slow with lots of misspellings. Apologized - no re-contact necessary.	01/10/03	Received 1-3-03. Speed meets FCC requirements. Met with agent. Coached agent on the importance of remaining focused and responding in a timely manner when processing calls. Also coached agent on the importance of typing accurately to ensure messages are received clearly.
6315X	12/31/02	7			
2298	12/09/02	21	Customer was angry that CA talked too fast through address and phone number. I thanked customer for bringing this to our attention. Customer does not want a call back.	12/09/02	CA was voicing TTY's type slowly. Voice kept asking CA to repeat per policy CA replayed that request to TTY. CA demonstrated knowledge of this process.
3201H	12/11/02	7	Customer reports operator was 'way too slow and made a lot of mistakes'. Customer was using Spanish speaking operator for his call through Sprint Relay Online and it lasted 23 minutes. CS rep thanked the customer for his call and stated we would send a copy of this documentation to the supervisor. Customer would like follow up.	12/18/02	Met with agent. Agent stated he did remember the call. Agent speed meets FCC regulation. Agent stated that words he was unfamiliar with he did ask the voice person to spell for him. Coached agent on the importance of spelling accurately to ensure messages are received clearly by customers. Attempted to contact customer. No answer.
3205	12/11/02	29	Customer called to say that every time she tries to use the internet relay service, she puts the number on the first page and she clicks on relay operator and then it comes up 'page cannot be displayed'. Her internet service provider is TXU and she uses MS-Explorer 5.0. She has spoken to her ISP and they say there are no problems on their end.	12/11/02	Unable to follow up - no contact info and no records of the agent.

January 2003

Tracking #	Date of Compl.	Cat. # Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
3266H	01/03/03	4	SRO user upset that agent did not respond back and was not sure if their party they spoke to had hung up. Apologized for the problem explaining I was not sure if agent had disconnected or the call connection had dropped off. Let caller know I would inform agent's supervisor for follow up. No contact requested.	01/06/03	Not an agent error. No further follow up necessary.
3269H	01/05/03	17	SRO customer complains CA was very rude and to please hang up now sksk and then she hung up on her. Apologized for the problem.	02/06/03	No resolution with agent due to termination of agent.
6332X	01/09/03	3	Customer called to complain that the agent did not follow procedures. Supervisor apologized for the poor svc and said he would review situation with agent. Customer was satisfied with this answer.	01/16/03	Agent had invoked the "two line" rule where the agent does not go back into the conversation and repeat info. Unfortunately the inbound customer after typing a message had put the outbound on hold at which time the outbound put the inbound on hold preventing the CA from completely reading the msg. When the outbound came back on the CA did not finish reading the message even though the inbound had asked the agent to read it. Supervisor reviewed proper procedure with agent and explained that this was one instance where the CA should have finished relaying the message to the outbound after the outbound had come back on the line.
3286H	01/09/03	21	Sprint Internet customer said that the CA said she did not have time to play around and said my call would be disconnected.	01/14/03	Met with agent. Was informed that voice person made that comment to the caller as it was a prank call. Coached the agent on the importance of remaining transparent. Also advised agent of the consequences for refusing to place a call for a customer.
2348	01/10/03	17	Caller said CA was rude and did not follow instructions. When supervisor asked what happened, the caller said "I am trying to place prank calls and the CA isn't being very nice."	01/10/03	Vulgar internet call. CA followed procedure the OB was disconnected and CA sent alt O. IB requested CA redialed so she did so. CA followed procedures.
3289H	01/12/03	4	Customer using Sprint Relay online says the agent got involved in the conversation. The person that he was talking to asked the agent a question and she answered it without allowing the customer to give the answer. Apologized to customer and assured agent would be spoken to.	01/25/03	Coached CA and told them to type everything the person said on the phone and remain transparent as well.

3288H	01/12/03	21	SRO customer complained that the CA kept telling him "message garbled please repeat." Customer said that he had no typos and could read CA clearly. This happened more than one time. Apologized to the customer for the problem and told him it could have been a connection problem. Customer would like supervisor to contact him by email with response.	01/23/03	Consulted agent and training dept. Sent customer results of that info.
12916	01/13/03	21	Customer stated that when he called in the agent erased the greeting containing her ID number. I apologized to the customer for the inconvenience and informed him that his complaint would be documented.	01/20/03	Met with agent. Coached agent on the importance of providing her ID number to customers. Also coached agent on the importance of proper handling of calls. Advised agent of the consequences for this type of behavior.
3291H	01/13/03	3	SRO caller reported that CA did not follow instructions. CA had redialed several times and caller instructed CA to redial again. Apologized to caller for problem encountered advised complaint would be fwd to supervisor.	01/13/03	CA said she kept reaching an answering mach and informed customer each time. Said she did not hang up on customer they hung up. CA followed procedures by informing them (answering mach hung up) each time they redialed and typed out msg.
3293H	01/13/03	21	Customer states that they were making a conference call using SRO and on the call they observed that the call seems to be 20 minutes behind. At the end she wanted to ask the agent about why this might have happened but the agent did not respond and the call disconnected. She would like to have this investigated further as the call did not seem to be on 'real time'. Apologized for the problem and thanked the customer for letting us know and assured that the complaint would be sent in so that it could be investigated further.	01/20/03	Agent remembered call but does not know anything about a time delay. He and I suspect the transmission speed was turned down but agent says he did not adjust the transmission speed.
3297H	01/14/03	24	VCO customer calling in on SRO states that she cannot reach xxx xxx xxxx which is her sprint email cell phone number. She would like contact when the problem is fixed by email or phone call. Thanked the customer for letting us know and assured that a trouble ticket would be turned in on the problem. TROUBLE TICKET# 1000653637	05/06/03	TROUBLE TICKET was closed - unable to duplicate this issue. Emailed customer and thanked her for her feedback and informed her that if the problem persist to email me back.
7024za	01/15/03	21	Complained of threat call on voice mail left by IP relay operator. Educated customer on relay calls. She wants her two phone #'s blocked from relay calls. Also requested supervisor call back. Call was conferenced through SBC. Did not want to be transferred to customer svc. Expressed my apology for situation. Explained relay and processes to support request for global block.	01/15/03	Provided customer svc with documentation to implement Global Block. Block processed 1-15-03. Copied Internet and TX acct mgrs on request advising that customer is working with SBC and TX police. Provided customer with TRS customer svc number.

3299H	01/15/03	29	An internet customer called to complain that he could not print his conversation due to an error and that this has only been a problem in the last week. Before that he could print his conversations fine. He requests contact back on this problem via email. Apologized to the customer for the problem and explained that a TROUBLE TICKET would be put in on this situation.	01/15/03	Unable to follow up with no TROUBLE TICKET# and no name was given.
3312H	01/18/03	5	A internet customer called to say that agent was very rude and disconnected customer at the end of call while customer was still typing and asking for a supervisor. Apologized to customer for the way call was handled and assured then that a complaint would be going to his agent's supervisor.	01/21/03	Met with this agents. Coached agent on the importance of demonstrating good customer svc skills. Also advised agent of consequences of disconnecting calls.
3312H	01/18/03	17			
3338H	01/21/03	21	Caller said that as soon as she finished her call that the agent started talking to her and teasing her. Caller thought the person she was talking to had hung up. I apologized to the caller for the problem and let her know that a complaint would be sent to agents place of work. No call back was requested on this call back.	01/23/03	Followed up with this CA. According to this CA he doesn't recall this particular call however shared his recollection that TTY thought that the OB has disconnected which is fact never did. He stated that he hasn't utilized the ACTO macro. Called sprint customer svc and covered this issue with person who completed this contact for further verification. Could not validate the authenticity of the conversation. No further action seems necessary at this point.
3323H	01/21/03	3	SRO customer upset that agent went ahead to dial out after having told agents to wait so they can type the message they want to leave. Customer also requested agent not to identify as relay or Sprint in anyway and agent refused telling customer they are not allowed to do this. Customer requested supervisor. Customer felt supervisor did not handle his complaint well. Customer has this problem with the nine agents frequently not following his instruction. Thanked them for calling and apologized for the problem. Let them know I would alert the agent and supervisor boss. Customer did request contact via email.	01/24/03	Program Manager met with both supervisor and agent regarding this complaint. The supervisor apologized to the customer for the inconvenience and informed him that the agent should have adhered to his requests. Also advised customer that the agent would be coached on the importance of adhering to customer requests. The customer appeared to be satisfied with the immediate resolution provided and decided to disconnect. t.
3322H	01/21/03	7	Caller said the agent took a message from her nurse incorrectly on how to take medication caller had to call back to Dr office to find out the correct dosage info. I apologized to the caller for the problem and let her know a complaint would be sent to agent's place of employment. No call back was requested. Caller said supervisor could call for details if needed.	01/28/03	Met with agent. Coached agent on the importance of relaying messages verbatim and accurately.

4071Z	01/21/03	06	Internet Relay customer, who wanted to remain anonymous, complained that agent spelled a company name on a recording. Company name was "Experian" but agent typed "Experience" twice. No follow-up required. I apologized and thanked the customer for feedback.	01/21/03	Agent said the recording sounded like "Experience" and that is why he typed it that way. Agent followed correct procedure by typing what he heard.
3329H	01/22/03	3	Internet user reports that CA did not type verbatim requested different CA and CA continued call. Did not resend to request. Requested supervisor at end of call after a long pause Internet user hung up and called Sprint Relay customer svc. Apologized for problem encountered. Advised complaint would be fwd to supervisor.	01/29/03	Coached CA on typing verbatim pacing when necessary and following customer instructions at all times.
3329H	01/22/03	4			
3329H	01/22/03	9			
3332H	01/22/03	29	SRO customer cannot dial to xxx xxx xxxx getting an error message saying "the number you entered is invalid please check the number and try again." This happens before being connected to an agent. Apologized to customer and told them a TROUBLE TICKET would be entered in for this issue. TT#673226	01/22/03	TROUBLE TICKET was closed - to test this process - unable to follow up with no contact info.
3335H	01/23/03	3	FL internet user reported agent did not type gender of answering mach and when asked why agent responded rudely that answering mach doesn't have gender. Internet user asked for supervisor and agent disconnected Internet use. Apologized for problem encountered advised complaint would be fwd to supervisor.	01/24/03	Reviewed Rockwell reporting and discovered that no one was logged into the system using this id number on the day in question. However the agent was coached on the importance of identifying the gender on every call type.
3335H	01/23/03	4			
3335H	01/23/03	5			
3348H	01/27/03	17	Caller had a complaint against operator that she was very impatient and very pushy. Caller said it takes a while for Java applet to load each time. I apologized to the caller for the problem and let them know a complaint would be sent to agents place of work. No call back requested.	02/01/03	Met with agent. Coached agent on the importance of demonstrating patience when processing calls.
3341H	01/28/03	17	The agent who was on the line right before current agent was rude. Apologized to the customer and let him know we would try to locate the agent. Please contact customer.	01/28/03	I spoke with the customer on 01/28/03. I apologized to him for one of our operator's rude behavior. I also informed the customer that we have no way of knowing who the agent was who handled his call, and advised him to write down an operator's number as soon as the call begins (in the future); the customer agreed to do this. The customer was satisfied.
3341H	01/28/03	18			
3341H	01/28/03	19			

3369H	01/30/03	17	Customer states agent made unnecessary side comment during the call. Customer uses our svc regularly and she reports this agent broke transparency. CS rep thanked the customer for her call and advised the supervisor would be notified. Customer requests follow up.	01/31/03	Met with agent. Coached agent on the importance of remaining transparent when processing calls. Agent referred back to refresher on proper phone handling procedures. Agent actions were inappropriate and appropriate action will be taken. Attempted to contact customer. 3/3 - office closed; 3/6 - left message on voice mail; 2/7 - left message on voice mail.
3369H	01/30/03	21			
12978	01/23/03	21	Customer spoke to me regarding improvement on the relay. He had suggestions for a new announcements and new explanation. He also o wants to get more info on the emotions of the voice person suggested that relay inform TTY users if person sounds happy or sad smiling or not. I informed the customer that I would fwd his suggestions to the appropriate dept and thanked him for his feedback. Customer is requesting feedback on his suggestions via email.	01/23/03	Attempted to email but it came back as error email address. Closed due to inability to reach the customer.
4065Z	01/17/03	4	TTY user was frustrated at limited responses from CA. After call user asked the CA "did the person understand". CA replied that "CA no longer has that info". User suggested a different wording would be better than what CA said.	01/18/03	I consulted with center trainer who confirmed that either response would be appropriate in this case. CA is aware of this.